

WHAT IS THE POINT OF SHAREPOINT? IMPROVING **KNOWLEDGE** MANAGEMENT

Association for Institutional Research in the Upper Midwest
Annual Conference 2012

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Michael Cogan

Office of Institutional Effectiveness

University of St. Thomas

November 8, 2012

Agenda

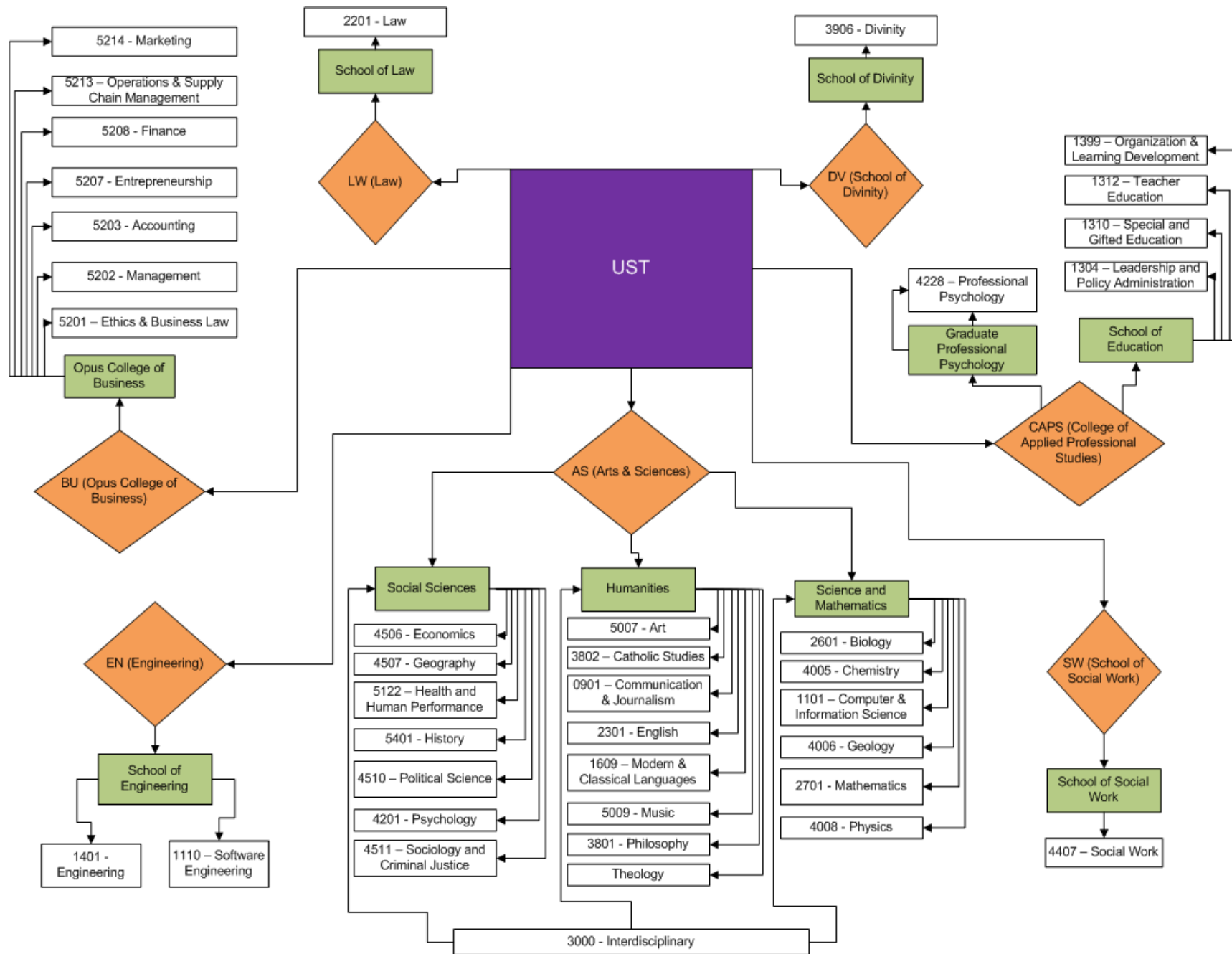
- Introduction
- Goals of Knowledge Management
- Staffing Roles
- Demonstration
- Application
- Discussion

Introduction – University of St. Thomas

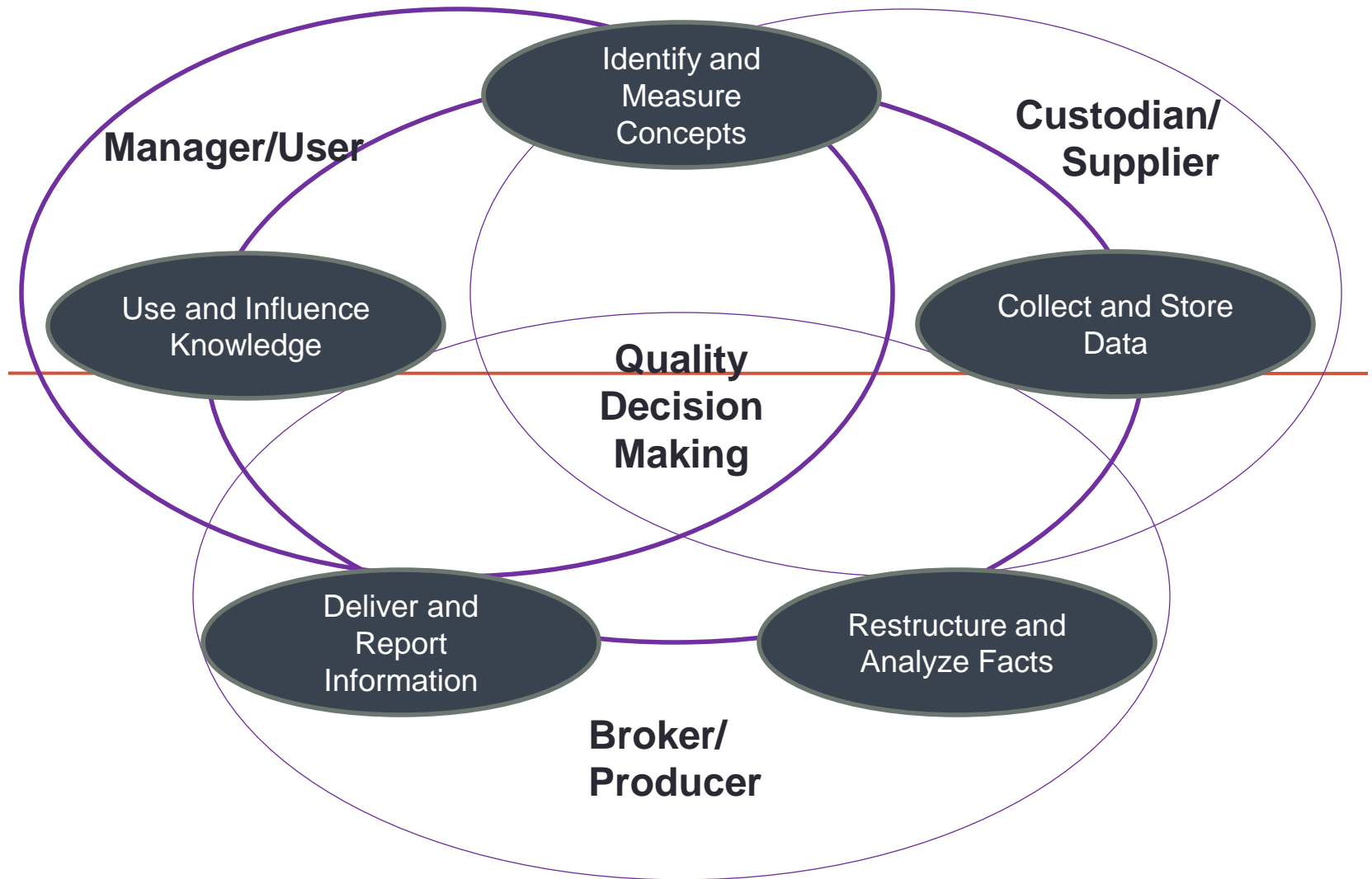
- Diocesan institution established in 1885
- Enrollment of ~10,300
- Decentralized approach
- Classified as doctoral but looks like masters large
- SharePoint serves as the enterprise Knowledge Management (KM) tool

Introduction – Office of Institutional Effectiveness

- Established in 2010 – Reports to the Chief Academic Officer
- Four Components
 - Records
 - Reporting
 - Research
 - Information
- 17 FTE
- 10,000s of Data Points



Information Support Circle



*Information Support Circle from McLaughlin, G.W. & Howard, R.D. (2004). *People, Processes, and Managing Data*.

Knowledge Management (KM) – Definitions*

- Manage information in a manner that allows for and encourages collaborative engagement between all facets of the organization
- The purpose of KM must not be to just become more knowledgeable, but to be able to create, transfer, and apply knowledge with the purpose of better achieving objectives

Knowledge Management (KM) – Definitions*

- Succinctly put, KM is the process through which organizations generate value from their intellectual and knowledge-based assets (CIO Magazine)
- It's important to note that the definition says nothing about technology; while KM is often facilitated by IT, technology by itself is not KM (CIO Magazine)

Knowledge Management (KM) – Beware!

- If a group of people don't already share knowledge, don't already have plenty of contact, don't already understand what insights and information will be useful to each other, information technology is not likely to create it (McDermott, 1998)

SharePoint

- Microsoft Product
- Provides a platform or portal for members of an organization to:
 - Store
 - Locate
 - Share
 - Edit
- Informs a community

Goals of KM in Institutional Effectiveness

- Storage
- Search Functionality
- Calendar
- Accessibility
- Opportunity

Staffing Roles

- Information Coordinator
- Content Developers
- E-Learning Specialists
- Project Leads
- Communicator

KNOWLEDGE MANAGEMENT

Theory to Practice

OIE Website

- Portal to OIE Information
 - SharePoint
 - Request Forms
 - IE Calendar
 - Academic Department Reporting Suite
 - Office Personnel
 - Fact Finder

UNIVERSITY of ST. THOMAS

NEWS, EVENTS & DIRECTORIES A-Z INDEX TOOLS

Office of Institutional Effectiveness

Office of Institutional Effectiveness

- Academic Information Center
- Academic Reporting Center
- Institutional Research & Analysis
- Registrar
- Staff Directory
- Climate Survey
- Fact Finder
- Feedback

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The mission of the Office of Institutional Effectiveness (IE) is to provide leadership in academic planning by developing, integrating, and disseminating information to be used in evidence-based decision making processes at the University of St. Thomas. In addition, IE assists university committees, academic programs and administrative services with information for assessment and quality improvement initiatives.

Integrated Plan 2012-2013

Groups comprising the Office of Institutional Effectiveness:

Academic Information Center provides meaningful, accurate and timely academic information to the University of St. Thomas academic community.

Academic Reporting Center develops Cognos reports for mandatory external reporting, University of St. Thomas leadership, and others.

Institutional Research & Analysis collects, organizes, analyzes and disseminates internal and external data to support institutional planning, assessment and decision-making at the University of St. Thomas.

Registrar provides management of student records, registration and graduation services.

Related Links

- Academic Affairs
- Academic Counseling
- Center for Faculty Development
- Institutional Review Board
- Service Learning
- Study Abroad

Resources

- Academic Department Reporting
- Academic Directory
- Academic Measures
- 5-year Survey Calendar
- IE Calendar
- Request Forms
- Sharepoint
- Strategic Priorities

SharePoint Site

Institutional Effectiveness

Institutional Effectiveness

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 - Institutional Effectiveness Calendar
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- Integrated Planning
- WIKI
- Pictures

Collaboration Space for Institutional Effectiveness

Academic_Department_Reporting

Name

Annual

Course Catalog

Weekly

Add new document

Factbooks

Name

Data Factbook

Degrees Conferred

Financial Aid Credit Outcomes

Grades

International Students

Latin Honors

Major and Minors (through 201120) then see Fields of Study

Professoriate

Profiles (through 201120) then see Supplemental Census

Residence Life (through 201120) then see Supplemental Census

Retention and Graduation

Survey Factbook

Tommie Almanac

Veterans Benefits (through 201120) then see Supplemental Census

OIE Calendar

Institutional Effectiveness

Welcome Baker, Kristine M. |

Institutional Effectiveness Academic & Administrative Reports Commencement Curriculum Integrated Planning WIKI

This List: Institutional Effective

Site Actions

Institutional Effectiveness > Institutional Effectiveness Calendar

Institutional Effectiveness Calendar

Shared Calendar

New Actions

View: **Calendar**

November, 2012 Expand All Collapse All | Day Week Month

28	29	30	31	1	2	3
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
watch for UCAN survey announcement	Mid-term Grades Due	GCC Meets	IPEDS Collection Closes for Coordinators	GCC meeting		NR Grade Insertion
		UCC Meets	Course Roll Process	Clearinghouse		
		MOHE Annual enrollment / completions request - Due 2 more items	9:00 AM NSC - Competitor Group Data			
4	5	6	7	8	9	10
11	12	13	14	15	16	17
			UG Early Registration for J-term & Spring			
	Registration and Records Meeting	UCC Meets		GCC virtual meeting		
		2:00 PM Climate Survey Facilitator Workgroup Meeting		9:30 AM Climate Survey Facilitator Workgroup meeting		
18	19	20	21	22	23	24
			UG Early Registration for J-term & Spring			
	Last day to withdraw from class w/o an F			Thanksgiving Day - HOLIDAY	Thanksgiving Day - OBSERVANCE	
25	26	27	28	29	30	1
			UG Early Registration for J-term & Spring			
		GCC Meets		2:00 PM Climate Survey CSAG Present research questions		Incompletes due from Spring/Summer
		UCC Meets				Clearinghouse

Today is Wednesday, November 07, 2012

View All Site Content

Commencement

Curriculum

Discussions

Documents


- Academic_Department_Reporting
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- Surveys
- Tuition and Fees
- Institutional Effectiveness Moves
- Budget

Editing a Calendar item

Institutional Effectiveness > Institutional Effectiveness Calendar > IPEDS Collection Closes for Coordinators

Institutional Effectiveness Calendar: IPEDS Collection Closes for Coordinators

Close

 New Item |  Edit Item |  Delete Item | Alert Me | Export Event

Title	IPEDS Collection Closes for Coordinators
Location	
Start Time	10/31/2012 12:00 AM
End Time	10/31/2012 11:59 PM
Description	Institutional Characteristics; Completions; 12-month Enrollment - Practice
All Day Event	Yes
Recurrence	
Workspace	

Created at 5/9/2012 1:58 PM by Seykora, Julie M.

Last modified at 11/6/2012 3:57 PM by Cogan, Michael F.

Close

Calendar Alerts

Institutional Effectiveness > Institutional Effectiveness Calendar > IPEDS Collection Closes for Coordinators > New Alert

New Alert

Use this page to create an e-mail alert notifying you when there are changes to the specified item, document, list, or library.

[View my existing alerts on this site.](#)

Alert Title

Enter the title for this alert. This is included in the subject of the e-mail notification sent for this alert.

Send Alerts To

This alert will be sent to the e-mail address indicated.

Send Alerts for These Changes

Specify whether to filter alerts based on specific criteria. You may also restrict your alerts to only include items that show in a particular view.

When to Send Alerts

Specify how frequently you want to be alerted.

OK

Cancel

Institutional Effectiveness Calendar:

E-mail address:

kmbaker@stthomas.edu

Send me an alert when:

- Anything changes
- Someone else changes an event
- Someone else changes an event created by me
- Someone else changes an event last modified by me
- The time or location of an event changes

Send e-mail immediately

Send a daily summary

Send a weekly summary

Time:

Wednesday 9:00 AM

OK

Cancel

Exporting Calendar Items

Institutional Effectiveness

Welcome Baker, Kristine M. |

Institutional Effectiveness | Academic & Administrative Reports | Commencement | Curriculum | Integrated Planning | WIKI

This List: Institutional Effective |

Institutional Effectiveness > Institutional Effectiveness Calendar

Institutional Effectiveness Calendar

Shared Calendar

New | **Actions** | View: **Calendar**

Expand All | Collapse All | **1** Day | **7** Week | **31** Month

Monday | Tuesday | Wednesday | Thursday | Friday | Saturday

28 | 29 | 30 | 31 | 1 | 2 | 3

id-term Grades Due | GCC Meets | IPEDS Collection Closes for Coordinators | GCC meeting | IIR Grade Insertion

UCC Meets | Course Roll Process | Clearinghouse

MOHE Annual enrollment / completions request - Due | 9:00 AM NSC - Competitor Group Data

▼ 2 more items

6 | 7 | 8 | 9 | 10

Connect to Outlook: Synchronize items and make them available offline.

Export to Spreadsheet: Analyze items with a spreadsheet application.

Open with Access: Works with items in a Microsoft Access database.

View RSS Feed: Syndicate items with an RSS reader.

Alert Me: Receive e-mail notifications when items change.

2012 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | **Nov** | Dec

Today is Wednesday, November 07, 2012

View All Site Content

Commencement

Curriculum

Discussions

Documents

- Academic_Department_Reporting
- Academic Directory

B3 | 10/15/2157 11:59:00 PM

1	Start Time	End Time	Recurrence	Workspace	Title	Location	Description	All Day Event	Item Type	Path
2	10/31/2008 9:00	10/31/2157 9:00	TRUE	0	NSC - Competitor Group Data			FALSE	Item	ir/Lists/IRA C
3	10/15/2008 0:00	10/15/2157 23:59	TRUE	0	Run Cognos Reports for Tommie Almanac			TRUE	Item	ir/Lists/IRA C
4	12/3/2008 0:00	12/3/2157 23:59	TRUE	0	IPEDS Winter Collection Opens (closes January 21)			TRUE	Item	ir/Lists/IRA C
5	3/4/2009 0:00	3/4/2158 23:59	TRUE	0	IPEDS Spring Collection Opens (closes April 15)		Will not participate in Fall collection - see 110308 correspondence in UCan mail folder. Information to be Updated Information to be updated follows closely data recently submitted to IPEDS, including: Admissions data Board scores High school GPA for Freshmen Degrees awarded last year Freshmen/undergraduates living on campus Please conform your data to the dates specified on the data entry form. As always, we also encourage you to make sure that narratives and links to your website are accurate and updated.	TRUE	Item	ir/Lists/IRA C
6	10/28/2008 0:00	10/28/2157 23:59	TRUE	0	watch for UCAN survey announcement		see U-CAN mailbox folder	TRUE	Item	ir/Lists/IRA C
7	12/4/2008 0:00	12/4/2157 23:59	TRUE	0	U-CAN Survey (See Oct. 28 for details)			TRUE	Item	ir/Lists/IRA C
8	12/22/2008 0:00	12/22/2157 23:59	TRUE	0	Peterson's UG Survey received - DUE January 25, 2009			TRUE	Item	ir/Lists/IRA C
9	12/11/2008 0:00	12/11/2157 23:59	TRUE	0	HEADS SURVEY (Music) notice received - DUE January 31, 2009			TRUE	Item	ir/Lists/IRA C
10	1/30/2009 0:00	1/30/2158 23:59	TRUE	0	HEADS SURVEY DUE - completed 1-12-09			TRUE	Item	ir/Lists/IRA C
11	3/2/2009 0:00	2/16/2159 23:59	TRUE	0	Release Spring 10th Day report			TRUE	Item	ir/Lists/IRA C
12	2/12/2009 0:00	2/12/2158 23:59	TRUE	0	Princeton Review DUE - SUBMITTED (see Jan. 26)			TRUE	Item	ir/Lists/IRA C
13	3/13/2009 0:00	3/13/2158 23:59	TRUE	0	Chronicle Guidance - NO LONGER AN ACTIVE SURVEY			TRUE	Item	ir/Lists/IRA C
14	3/17/2009 0:00	3/17/2158 23:59	TRUE	0	Watch for US News survey announcement			TRUE	Item	ir/Lists/IRA C
15	4/13/2009 0:00	4/13/2158 23:59	TRUE	0	US News survey DUE (see March 17)			TRUE	Item	ir/Lists/IRA C
16	3/19/2009 0:00	3/19/2158 23:59	TRUE	0	watch for MCIS ISEK survey			TRUE	Item	ir/Lists/IRA C
17	3/31/2009 0:00	3/31/2158 23:59	TRUE	0	HLC Report DUE APRIL 1			TRUE	Item	ir/Lists/IRA C
18	4/1/2009 0:00	4/1/2158 23:59	TRUE	0	HLC REPORT (non-financial + financial) DUE			TRUE	Item	ir/Lists/IRA C
19	3/4/2009 0:00	3/4/2158 23:59	TRUE	0	CHECK ON HLC REPORT			TRUE	Item	ir/Lists/IRA C
20	4/1/2009 0:00	4/1/2158 23:59	TRUE	0	watch for NCAA report notice			TRUE	Item	ir/Lists/IRA C
21	4/14/2009 0:00	4/14/2158 23:59	TRUE	0	watch for Peterson's Graduate Survey announcement		see Peterson's mailbox folder Nancy will run all when report is locked and available. Run the following reports and post on sharepoint / IRA Web: 10th Day Enrollment (ENR-002) Enrolled Student Profile (ENR-003) FTFY and Transfer Student Profile (DFB-002) Veteran's (ENR-005)	TRUE	Item	ir/Lists/IRA C

Academic Department Reporting

Institutional Effectiveness

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■ Presentations

■ Productivity

■ Reporting

■ Resource Library

■ Slides

■ Survey Cycle

■ Surveys

■ Tuition and Fees

■ Institutional Effectiveness Moves

■ Budget

IR&A Website

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■ Institutional Effectiveness Calendar

■ Vacation Calendar

Integrated Planning

WIKI

Pictures

Collaboration Space for Institutional Effectiveness

Academic_Department_Reporting ▾

Name

Annual

Course Catalog

Weekly

Add new document

Factbooks ▾

Name

Data Factbook

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Academic_Department_Reporting

New ▾ | Upload ▾ | Actions ▾

Name

Annual

Course Catalog

Weekly

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Academic_Department_Reporting

New ▾ | Upload ▾ | Actions ▾

Name

Ad Hoc Requests

Departmental

Institutional

Institutional Effectiveness > Academic_Department_Reporting > Annual > Institutional

Academic_Department_Reporting

New ▾ | Upload ▾ | Actions ▾

Name

Spring_2009

Spring_2010

Spring_2011

Spring_2012-en-us

Academic Reporting

Academic Department Outcomes

Summer 2008 - Spring 2012



UNIVERSITY *of* ST. THOMAS

Load Release as a Percent of Total Load for Full-time Faculty by Department

Summer 2008 - Spring 2012

Trend Detail

	2007-08	2008-09	2009-10	2010-11	2011-12
(0000) None					
(0901) Communication and Journalism	28.7%	28.7%	31.5%	27.2%	27.3%
(1101) Computer & Information Science	10.2%	25.9%	8.3%	10.2%	21.4%
(1110) Software Engineering	27.8%	19.4%	43.3%	23.3%	13.3%
(1304) Leadership & Policy Admin	29.4%	46.8%	34.7%	31.2%	33.3%
(1310) Special and Gifted Education	42.2%	48.9%	44.8%	48.8%	38.2%
(1312) Teacher Education	42.8%	22.6%	45.0%	32.7%	29.0%
(1399) Organization & Learning Devel	31.9%	56.6%	26.7%	50.9%	38.9%
(1401) Engineering				29.3%	
(1609) Modern and Classical Languages	19.3%	16.7%	17.7%	21.1%	25.6%
(2201) Law					
(2301) English	26.8%	28.4%	29.8%	32.7%	35.9%
(2601) Biology	39.8%	31.2%	45.3%	33.4%	39.8%
(2701) Mathematics	21.6%	19.6%	21.6%		18.9%
(2801) Aerospace Studies					

Conclusion

- Product has a proven record and is known to the campus community
- Integrates seamlessly with Office applications
- Currently designated as an Enterprise tool at UST

KNOWLEDGE MANAGEMENT

Practice to Applied

Discussion

